

The Delaware Governor's Awards Ceremony:

*Recognizing State Employee
Individuals, Teams, and Heroes*

May 7, 2018





**135TH GENERAL ASSEMBLY
HOUSE BILL NO. 604**

**AN ACT TO AMEND TITLE 29 OF THE DELAWARE CODE BY
PROVIDING FOR EMPLOYEE RECOGNITION PROGRAMS.**

- WHEREAS, in the name of service, State employees have made great contributions to every aspect of life in the State of Delaware serving in the Legislative, Executive, and Judicial branches of government; and
- WHEREAS, the effectiveness, efficiency and quality of State government depends in large measure on its employees who provide such a broad range of services that few citizens remain unaffected by their work; and
- WHEREAS, the importance of public services rendered by State employees and the exemplary manner of their performance are too often forgotten and ignored; and
- WHEREAS, that the Statewide Labor-Management Committee has recommended that State take proactive steps to recognize dedication, talents and contributions made by State Employees at all levels of government; and
- WHEREAS, the Recognition Umbrella Committee has developed procedures and guidelines for statewide and agency level employee recognition initiatives,

NOW THEREFORE: BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF DELAWARE:
Section 1. Amend Chapter 59, Title 29 of the Delaware Code by adding thereto a new Section 5950 to read as follows:

§5950. Employee Recognition.

- (a) It shall be part of the function of State agencies to conduct employee recognition programs for Merit System employees and employees in positions that are assigned to comparable Merit System classes or pay grades. All such Employee recognition programs shall be approved by the State Personnel Director prior to implementation.
- (b) The first full week in May shall be designated Public Service Recognition Week. Employee recognition Programs shall not, however, be confined to this week.

This bill was passed by the House on June 26, 1990, by the Senate on September 25, 1990 and signed into law by Governor Michael N. Castle on October 15, 1990.

2018 Awards Recognition Ceremony

Opening

Saundra Ross Johnson
Secretary
Department of Human Resources

Presentation of Colors

Department of Correction
Honor Guard

Singing of the National Anthem

Whitney Fluck
Department of State

Remarks

Past Recipients Angela Garnsey and
Deborah Walker

Representative Trey Paradee
House of Representatives

Senator Bruce C. Ennis
State Senate

Chief Justice Leo Strine
Supreme Court

Keynote Address

John C. Carney
Governor

Presentation of Awards

Trudy Mifflin
Deputy Secretary
Department of Human Resources

~ Governor's Team Excellence Award
Finalists and Recipient

~ Delaware Award for Heroism Recipients

~ Delaware Award for Excellence and
Commitment in State Service Nominees

~ Delaware Award for Excellence and
Commitment in State Service Recipients



Making a Difference for Delaware

The thousands of dedicated individuals who make up the State's workforce are state government's most important and valuable resource.

The effectiveness, efficiency and quality of state government depends on individuals providing a broad range of services. The dedication, talents and contributions of these individuals at all levels of state government are *Making a Difference for Delaware* everyday.

With pride and a commitment to public service, state employees strive for a standard of excellence which in turn enables the citizens to take pride in their state government.

The importance of public service rendered by state employees and the exemplary manner of their performance deserves recognition.

Acknowledgement of the efforts and accomplishments of those in state service is *Making a Difference for Delaware*.

STATE OF DELAWARE



OFFICE OF THE GOVERNOR

PROCLAMATION IN OBSERVANCE OF PUBLIC SERVICE RECOGNITION WEEK

Whereas, millions of public employees at the federal, state, county and city levels dedicate their careers to public service by contributing to professional industries, such as healthcare, education, crime prevention, fire protection, conservation and national defense; and

Whereas, in the First State, public servants are the unsung heroes, who perform the work that keeps our nation strong; and

Whereas, many of these public servants have taken an oath, swearing to uphold their commitment to improve the quality of life for others; and

Whereas, their devotion and commitment to public service often continues through volunteer activities outside of official business hours and into retirement years; and

Whereas, many public servants, such as military personnel, police officers, firefighters and healthcare professionals, put their lives at risk on a daily basis to serve their neighbor; and

Whereas, the importance of public services provided by public employees and volunteers, and the exemplary manner of their performance, are too often forgotten or ignored; and

Whereas, designating a week to acknowledge these employees provides the opportunity to honor our public servants and remind the American public of their accomplishments and the importance of public service.

*Now, Therefore, We, John Carney, Governor,
and Bethany Hall-Long, Lieutenant Governor,
do hereby declare May 6 - 12, 2018*

PUBLIC SERVICE RECOGNITION WEEK

in the State of Delaware, and urge all Delawareans to recognize the achievements and contributions of public servants at all levels of government.



John C. Carney
John C. Carney
Governor

Bethany A. Hall-Long
Bethany Hall-Long
Lieutenant Governor

Governor's Team Excellence Award

The Governor's Team Excellence Award is presented annually to a team of state employees whose work has demonstrated superior customer service and produced results that lead to a more effective and responsive state government. This award recognizes the use of continuous quality improvement tools, problem solving, teamwork, and communication skills to produce those results.

Recipient

Dealer Portal Team

Department of Transportation

Team Leader: Scott Vien

Team Members

Theresa Abad, Robyn Bose, John Bovich, Valerie Carey, Scott Clapper, Rachel Davis, Sriraj Panicker, Fred Pusey, Palani Ramachadran, Rashmi Sarangi, Terry Vander Schel, Valerie Woodard, Bonnie Yoder



Special thank you to the Governor's Team Excellence Award selection team: Jim Myran, Austin Short, Margaret Zimmerman, Trudy Mifflin Barbara McCleary, and Michael Begatto.

Governor's Team Excellence Award

Finalists

NVF-Yorklyn Project Team (DNREC)

Team Leaders: Matthew Chesser and John Cargill

Team Members

Cindy Todd, Kevin Rychlicki, Julio Seneus, Joseph Kline, Laura Lee, Tim Ratsep, Qazi Salahuddin, Rick Greene, Keith Brady, Melissa Leckie, Matt Higgins, David Bartoo, Harry Baughman, Steve Williams, Bud Thomas, Drake Cattermole, Terry Deputy, Davison Mwale, Greg Pope

Southern Health Services 2nd Annual Drive-thru Influenza POD Leadership Planning Team (DHSS)

Team Leader: Tesha Quail

Team Members

Ray Brown, Bobbie Fisher, Nelly Haro, Richard Holaday, Erik Hochrein, Andrea Keen, Sue Kenton, Samantha LaFon, Christa Mason, Lisl Phelps, Anna Short, Holly Snowden, Gary Webb

Small Wireless Facility Team (DeIDOT)

Team Leader: Rick Eric Cimo

Team Members

Ozden Basaran, Gillian Bruno, Annie Cordo, Michael Farn, Jerri Fleetwood, Charles Ferguson, Haseeb Iqbal, Joshua Johnson, Sahithreddy Katpally, Deborah Kukulich, Sanjay Kumar, Steven LePage, Pamela Mackey, Leonard Massotti, Nicole Majeski, Rob McCleary, Katlyn McLean, Rebecca Patchett, Madduri Raghunath, Jeff Steward, Deepa Vyamasani

Trauma Informed Care Committee (DSCYF)

Team Leader: Aileen Fink

Team Members

Heather Alford, Shellene Ball, Sally Barker, Robert Challenger, Rachel Coates, Jeffrey Hypes, Yolanda Jenkins, Nakeba Mabin, Debra O'Neal, Raheem Perkins, Elizabeth Robitaille-Nkurlu, Janica Smith, Karen Watchorn, Rebecca Zenkert

Delaware Award for Heroism

Employees receiving the Delaware Award for Heroism have demonstrated outstanding judgment, exceptional courage, extraordinary decisiveness and presence of mind, and unusual swiftness of action, regardless of their own personal safety, in the attempt to save or protect human life and/or property. Their acts have been deemed to be above and beyond the call of duty.

Employee Name	Agency	Summary of Heroic Act
Christie Bonniwell & Trevor McColley	Department of Transportation	Witnessed and responded to a car crash
Stewart Douglass & Matthew Palsgrove	Department of Transportation	Provided assistance to a disoriented man found lying in a driveway
Christie Ray	Department of Natural Resources and Environmental Control	Responded to a toll taker found slumped in her booth
Angela Riddle	Department of Health and Social Services	Ensured a client received unrelated medical attention and other needed services
Karol Ann Shyers & Brian Payton	Department of Correction	Assisted a man trapped under a minivan
Kristen Thornton	Department of Natural Resources and Environmental Control	Performed CPR on an unconscious coworker
Gabriel and Jessica Vorous	Department of Correction	Family saved two men trapped in car that was on fire
William Walker	Department of Correction	Shot while performing an administrative search
Jamie Whitehouse	Department of Correction	Responded to stranded vehicle in dangerous position
Cpt. Patrick Sheets; Lt. Brian Forte, C/O Jacob Stauber, C/O Brian Dorrell, K9 Spencer Alexander Lt. Bradford Apa, C/O Jesse Cohen, Lt. Benny Dotson, C/O Michael Dunston, C/O Larry Welch,	Department of Correction	Responded to major car accident on 12th street

Delaware Award for Excellence and Commitment in State Service

The Delaware Award for Excellence and Commitment in State Service is an annual statewide award given to employees who exemplify the highest standards of excellence and commitment in state service. Five awards are given annually to individuals or groups of up to five employees that have been nominated by their department.

With the Cabinet Secretary's endorsement, each department submits nominations for the Delaware Award for Excellence and Commitment in State Service. The Selection Committee reviews the nominations and selects five recipients.

The Governor presents the awards to recipients at the annual Recognition Awards Ceremony. This event is held during Public Service Recognition Week in the first full week of May. Nominees and recipients for the Delaware Award for Excellence and Commitment in State Service are presented with certificates and Tributes from the General Assembly.

Congratulations to all nominees and recipients of the Delaware Award for Excellence and Commitment in State Service.

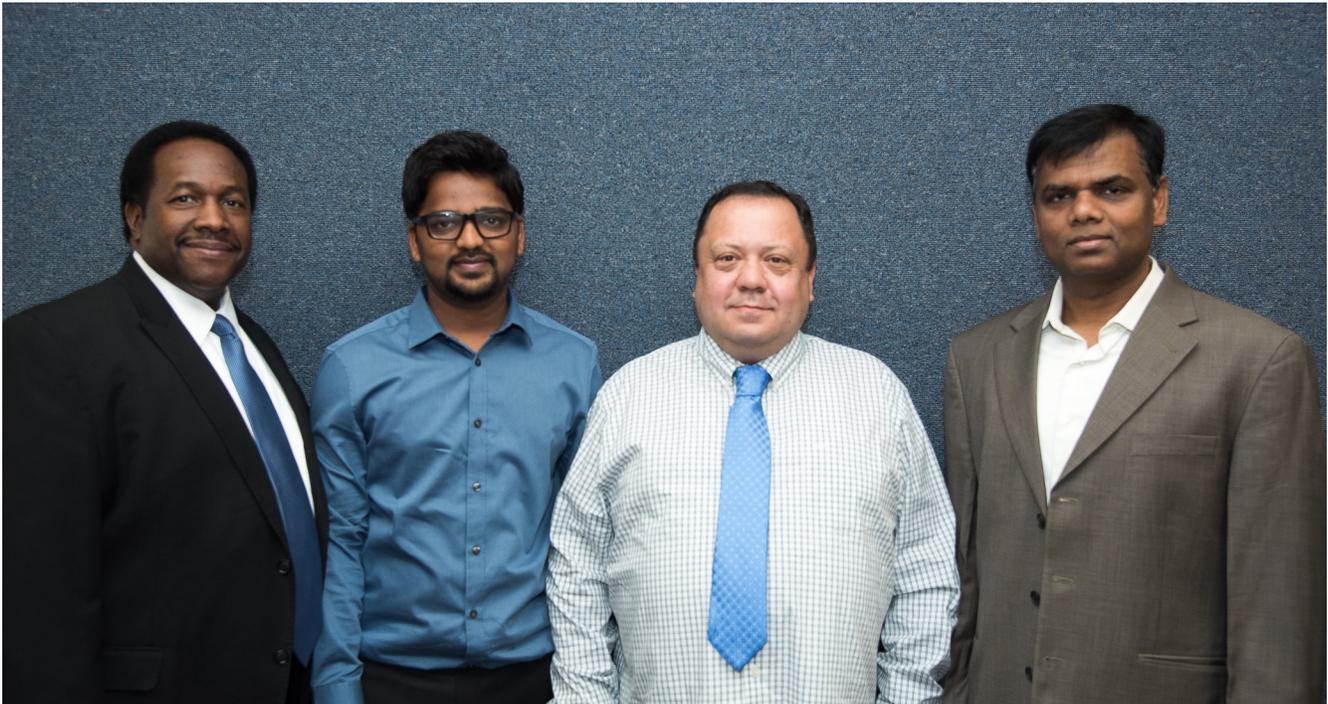
The Delaware Award for Excellence and Commitment in State Service Nominees

Employee Name	Agency	Division
Finis Ingram	Health and Social Services	Services for Aging and Adults with Physical Disabilities
Stacy Saylor	Health and Social Services	Child Support Services
Steven Smailer	Natural Resources and Environmental Control	Water
Carrie Szczecinski	Health and Social Services	Public Health
Yolanda Tielleman	Health and Social Services	Child Support Services
Rebecca Vaughn	Agriculture	Agriculture Lands Preservation and Planning



The Delaware Award for Excellence and Commitment in State Service Recipients

Ozden Basaran and Mark Barrett
Department of Transportation
Technology and Innovation



Pictured Left to Right: Recipient Mark Barrett, Sanjay Kumar,
Recipient Ozden Basaran, and Jaykumar Patel

Ozden Basaran and Mark Barrett collaborated with DTI contractual workers Jaykumar Patel and Sanjay Kumar, to research and develop a portal that streamlines compiling the information for approximately 150 construction projects occurring Statewide, and automates the process of creating individual reports. The process used to take a whole week, but now takes less than 60 minutes. In addition to the significant time savings, legislators, employees, and citizens now have 24/7 access to research the status of all construction projects online.

The Delaware Award for Excellence and Commitment in State Service Recipients

Erika Bradley
Judiciary



Erika is a Judicial Assistant and Court Security Officer for Superior Court. In May, she received a commendation from one of the judges who said, “My jury’s very first comment at the end of my very difficult trial was a compliment for Erika!!! They told me that she was pleasant and professional and wonderful!” This may not seem like much, but coming from a group of jurors who just endured a weeklong criminal trial is evidence of the broad, positive impact she has on not just this group, but on all of the State’s serving jurors.

The Delaware Award for Excellence and Commitment in State Service Recipients

Kim C. Cloud
Department of Technology and Information
Application Delivery



Kim spearheaded the creation of FirstMap, which took 40-plus disparate GIS databases and centralized them into a single source. The cost savings were estimated at \$250,000 per year for licensing and \$200,000 through the reduction of hardware and labor support costs. FirstMap has become a true Open Data Portal for spatial data serving agencies, counties, private sector, other states, education, utilities, municipalities, and all citizens.

The Delaware Award for Excellence and Commitment in State Service Recipients

Kyle Conner
Department of Finance
Revenue



Each year, thousands of letters and documents mailed to taxpayers are returned to the Division of Revenue. This was resulting in letters and documents being mailed and returned repeatedly, which quickly multiplies the costs. Kyle also recognized this as a customer service issue. As a result, Mr. Conner's team developed a process which dramatically reduced the amount of returned mail his area sends and receives. This initiative has resulted in both a cost savings to Revenue as well as improved customer service.

The Delaware Award for Excellence and Commitment in State Service Recipients

Amanda A. McAtee
Office of Management and Budget
Office of Pensions



Amanda discovered a series of unreported enrollment terminations for the Office of Pensions. She researched the issue and found that the weekly reporting did not identify all Employer Group Waiver Plans program issues, including enrollment rejections. Therefore, the State of Delaware was paying for prescription coverages that retirees were not eligible to receive. In order to solve it, she audited 46,271 transaction. If she had not discovered these errors and fixed them, the State would have paid \$496,304.96 and retirees would not have received prescription benefits.

Award Selection Committee

The committee reviews all nominations and convenes to select five recipients that are recommended to the Governor to receive the Delaware Award for Excellence and Commitment in State Service.

Dick Carter	Representing the Senate Pro Tem
Sean Finnigan	Representing the Speaker of the House
Trudy Mifflin	Representing the Department of Human Resources
Courtney Stewart	Member of the Governor's Cabinet Department of State
Katherine Caudle	Union Official Council 81 AFSME
James Ristovski	Employee Representative and Past Recipient Department of Agriculture
Emmanuel Jenkins	Employee Representative Department of Safety and Homeland Security
Ginger North	Delaware Nature Society Private Sector Representative

Thanks to the committee for carefully reviewing each nomination and coming together to select the award recipients.

Special Thank You To...

Saundra Johnson, Trudy Mifflin, Brenda Wyatt, Karen Smith, Charity Rene, KrisAnne Miley, Richard Puffer, Barbara McCleary, Darlene Hicken-Gott, Jamie Summerfield, Larry Trunfio, James Terry, and Michelle Potter.

Loockerman Catering, and Delaware State University for assistance with event planning.

Scott Figurski, DNREC, and James Robinson, Finance, for their photography services.

Major Timothy Radcliffe, Department of Correction for coordinating the Honor Guard

Statewide Recognition Coordinators who, in addition to their regular duties, make time to plan events and come up with unique ways to recognize the employees in their respective agencies:

Debbie Carey, Agriculture; Sarah Mullin, Auditor's Office; Britta Strop and Roy Lawler, Dept. of Correction; Abby Ragghianti and Lakiyah Chambers, Courts; Jacqui Thornton, Criminal Justice Council; Jennifer Dickinson, DELJIS; Jeanette Hammon, Dept. of Education; Deborah Grier, Anthony Albence and Courtney Agee, Elections; Deloris Hayes-Arrington and Mona Abbott, Dept. of Finance; Susan Givens and Tripp Wagner, Fire Marshall; Christine Murabito, Fire School; Wanda Spiering and Kayla Byrd, Housing; Keith Hunt and Denise Robbins, Dept. of Human Resources; Reggie Brown and Lori Watts, Health and Social Services; Roberta Jones, Insurance; Diane Haase, Dept. of Justice; Stephanie Gaines, Ashley Kavanagh, and Tristan Press, Dept. of Labor; Tamara Ben Adi and Trena Giddings, OMB; Leslie Reese and Dawn Budinger, DNREC; Johnette Graff, Board of Parole; Tamara Napier, Public Defender; Robin Harding, Safety and Homeland Security; Joseph Smack, Services for Children, Youth and Their Families; Elizabeth Keller, Small Business Development and Tourism; Maxine Evans Dept. of State; Kimberly Thornton, DTI, and Janice Jordan and Robbie Weakland, Dept. of Transportation.

Let them know you appreciate them!

Benefits of Recognition include:

- Building Relationships
- Improving Performance
- Increasing Retention
- Celebrating Achievements
- Improving Morale
- Creating a positive workplace culture which acknowledges the talents, skills and knowledge of our employees.

“Brains, like hearts, go where they are appreciated”

Robert McNamara, former U.S. Secretary of Defense and President of the World Bank.

Low Cost/No Cost Ideas for Managers and Supervisors

- ~ During team meetings, have members share one thing they appreciate about each team member
- ~ Include kudos for teams or individuals in each weekly report
- ~ Send e-mails to upper management recognizing employees
- ~ Give Creative Awards - Best phone voice, PowerPoint designer, team player...

Low Cost/No Cost Ideas everyone can use to recognize anyone

- ~ E-mail your thanks to your team
- ~ Make homemade awards
- ~ Keep a box of cards for different occasions or blank ones
- ~ Volunteer to coordinate a section/division/department potluck (Breakfast or brunch, afternoon snack, ice cream bar)
- ~ And of course a verbal "Great Job" or a simple "Thank you" is almost always appreciated!

“Never miss an opportunity to say a word of congratulation upon anyone’s achievement.”

President Lyndon Johnson

For More Information Contact

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*Making a
Difference
★
for
Delaware*